

# **EXHIBIT 1**

**From:** Vendor Inquiries <VendorInquiries@dishnetwork.com>  
**Sent:** Tuesday, May 19, 2009 5:21 PM  
**To:** Dougherty, Rebecca <Rebecca.Dougherty@Dishnetwork.com>  
**Cc:** retailerescalation <retailerescalation@dishnetwork.com>; Vendor Inquiries <VendorInquiries@dishnetwork.com>; Musso, Reji <Reji.Musso@Dishnetwork.com>; Voorhies, Christina <Christina.Voorhies@Dishnetwork.com>; Slater, Joshua <Joshua.Slater@Dishnetwork.com>  
**Subject:** RE: TCPA - TCPA - 9194719459--re thomas krakauer

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Rebecca,

Based upon the information provided, we are able to identify the retailer.

OE# 821970  
Contact Name: ALEX TEHRANCHI; SOPHIE TEHRANCH  
Company: SATELLITE SYSTEMS NETWORK  
Address: 9831 IRVINE CENTER DR  
IRVINE, CA 92618  
Phone: 800-615-0241  
E-mail: [alex@yourdish.tv](mailto:alex@yourdish.tv); [sophie@Yourdish.tv](mailto:sophie@Yourdish.tv)

Thank you,  
Serena Snyder  
Retail Services Compliance  
Dish Network  
9601 S. Meridian Blvd  
Englewood, CO 80112  
720-514-5742 (tel)  
720-514-8288 (fax)  
[serena.snyder@dishnetwork.com](mailto:serena.snyder@dishnetwork.com)  
Please Note New Email Address

-----Original Message-----

From: Slater, Joshua  
Sent: Tuesday, May 19, 2009 11:53 AM  
To: Vendor Inquiries; Voorhies, Christina  
Cc: retailerescalation  
Subject: FW: TCPA - TCPA - 9194719459--re thomas krakauer

Please see below.

Is this something your team could assist with?

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From: Dougherty, Rebecca  
Sent: Tuesday, May 19, 2009 11:48:33 AM  
To: POESupport; retailerescalation; TCPA  
Subject: FW: TCPA - TCPA - 9194719459--re thomas krakauer  
Auto forwarded by a Rule

Hello All, I'm sending a second request re how to proceed with Thomas Krakauer and what you want me to tell him with respect to follow up on this issue.

Please read the forwarded email below. Mr. Krakauer phoned today to see what the status was on his DNC issue. I advised him as of yet there is no definite response but I would

send this email to all of you again. Please help me to assist Mr Krakauer with the appropriate information or answers to satisfy his concerns about the call he received--he is expecting to hear something back on Thursday.

All the information you need to find the party/parties responsible is included in the email below. Thank you for your rapid assistance regarding this unresolved issue.

Rebecca Dougherty (DNC/Fact Act) 720-514-8555 ext 72058

-----Original Message-----

From: Dougherty, Rebecca  
Sent: Sunday, May 10, 2009 10:26 AM  
To: Laslo, David  
Cc: POESupport; retailerescallation; TCPA  
Subject: TCPA - TCPA - 9194719459

Tracked by: TCPA  
Record number:11778

Customer Information:  
Name - thomas krakauer  
Phone Number where call was received - 9194719459

DNC List Consumer is on:  
Internal  
National

Nature of the complaint:  
-Frequent/Persistent calls - No  
-Rude behavior - No  
-Lewd/Obscene conduct - No  
-Harassment, a malicious call pattern - Yes  
-Caller hung up when asked for identity or to be added to DNC - No  
Comments:

Thomas Krakauer received a call last night, Saturday May 9, from a (retailer/sales partner?) who was claiming to be a Directv employee. Phone number the call was received from is 18003758211 ext 105 callers name was Ken.

The employee (Ken) then proceeded to call Directv and pretended to be Mr Krakauer to get info from his account so he could call Mr Krakauer back and get personal credit info from him including his ssn and his credit card number. When further into the call Mr Krakauer became suspicious he questioned the agent who then told him they were from Dish Network and wanted to sell him Dish Network service.

I searched Mr Krakauer's phone number in echoadmin and found there was a credit check run on him last night. (I did not inform Mr. Krakauer that his credit was run without his knowledge so he is still unaware this happened) The credit score ID is 81472493.

I know we partner with Equifax to track down retailers/sales partners like these. I tried to call the phone number but was sent to an automated system and waited on hold for quite some time but no one picked up. I received the DNC today, Sunday, in the morning and am guessing maybe the operators are not there today or not this early on a Sunday. However, with the phone number and the credit score ID we should be able to track this back to the responsible party.

I've told Mr Krakauer I will call him back (and he requested to be called on this issue) as soon as we receive any information on how we will proceed and also gave him my contact info too. I hope it's just one employee at that call center and not a common practice for them.

Looking forward to hearing back from you on how to proceed with Mr Krakauer and what to

tell him we are doing regarding this issue.

Thank You. Rebecca Dougherty (DNC/Fact Act) 720-514-8555 ext 72058